



**TrackOne - Technical Guidance Bulletin
TTGB – 2006-07**

TO: Regional Operators
Indianapolis Private Industry Council
Regional Coordinators

FROM: Nate Klinck
Director, Center of Excellence, Career Services

DATE: October 19, 2006

SUBJECT: New Enrollments into TrackOne

A handwritten signature in purple ink, appearing to read "Nate Klinck", is written over the "FROM:" line.

Purpose

The U. S. Department of Labor issued guidance concerning Common Measures through Training and Employment Guidance Letter 17-05. In the TEGl the Department of Labor addressed changes that significantly impact enrollment. The level of service that is provided affects enrollment which in turn affects what is entered into the screens on TrackOne. **Additionally, the phases of service delivery have changed. No longer think of service delivery in terms of core, intensive, and training-tier services. Delivery of services is now comprised of core, significant staff involvement, and follow-up services.** Basic information concerning services/enrollment/data reporting/performance is outlined below.

Content

Core - Self-Service and Informational Activities

Self-service and informational activities are those core services that are made available and accessible to the general public; that are designed to inform and educate individuals about the labor market, their employment strengths and weaknesses, and the range of services appropriate to their situation; and that do not require significant staff involvement with the individual in terms of resources or time.

Core - Self-Service and Informational Activities (continued)

Basically, when a staff member is providing a participant with readily available information that does not require an assessment by the staff member of the participant's skills, education, or career objectives, the participant is a recipient of informational activities. This includes information such as labor market trends, the unemployment rate, information on businesses that are hiring or reducing their workforce, information on high-growth industries, and occupations that are in demand.

A participant is also a recipient of informational activities when a staff member provides the participant with information and instructions on how to access the variety of other services available in the WorkOne Center, including the tools in the resource room.

Self-service occurs when participants serve themselves in accessing workforce investment system information and activities in either a physical location, such as a WorkOne Center resource room or partner agency, or remotely via the use of electronic technologies.

Informational activities in a workforce investment setting may include both self-services and staff-assisted core services that are designed to inform and educate a participant about the labor market and to enable a participant to identify his or her individual employment strengths, weaknesses, and the range of services appropriate for the individual. The exception is core services that require significant staff involvement (explained under significant staff involvement).

If self-service and informational activities are provided:

- The following demographic information is collected in TrackOne: Last name, first name, social security number, employment status, and veteran status.
- This individual is included in "participant counts" but not included in performance calculations.
- This individual is not considered "enrolled or registered."
- Core services need to be reported.

Examples of self-service and informational activities include:

- Rapid Response orientation session.
- TAA orientation session

Significant Staff Involvement

Significant staff involvement in a workforce setting is any assistance provided by staff beyond the informational activities described above regardless of the length of time involved in providing such assistance. Significant staff involvement includes a staff member's assessment of a participant's skills, education, or career objective in order to achieve any of the following:

- Assist participants in deciding on appropriate next steps in the search of employment, training, and related services, including job referral;
- Assist participants in assessing their personal barriers to employment; or
- Assist participants in accessing other related services necessary to enhance their employability and individual employment related needs.

If significant staff involvement services are provided:

- The staff person will need to complete the work history screens and all the application screens.
- Once all the screens indicated in the bullet above are all completed, registration into Track One has occurred. The first significant staff involved service would need to be entered.
- This individual is included in performance calculations.

Examples of significant staff involvement include:

- Initial¹ and full assessments conducted by WIA staff require registration.
- TAA Next Steps require registration.

The contact person regarding this bulletin is:

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¹ If a case manager determines that a client needs more significant staff involvement (something more than self-service or informational activities) to successfully obtain employment, he/she should invite the client in to complete an application. The combination of the determination that the client needs more significant staff involvement and the completion of the application screens in TrackOne = a first significant staff service. Therefore, the case manager needs to do the following things to properly record this client interaction in TrackOne:

1. Complete the work history screens;
2. Complete all application screens;
3. Create a registration;
4. Enter the first significant staff involved service;
5. Enter a case note explaining the service.

TrackOne Technical Guidance Bulletin TTGB Number	Subject Matter
2006-01	Youth Testing Requirements (Out-of-School)
2006-02	TrackOne Password Removal Procedure
2006-03	Allowing Log on Capabilities for Case Managers Providing Services at Multiple Locations within One Region
2006-04	Case Management System Usage
2006-05	Data Correction Protocol
2006-06	Clarifications and Additions to TTGB 2006-04 Entitled "Case Management System Usage"
2006-07	New Enrollments into TrackOne